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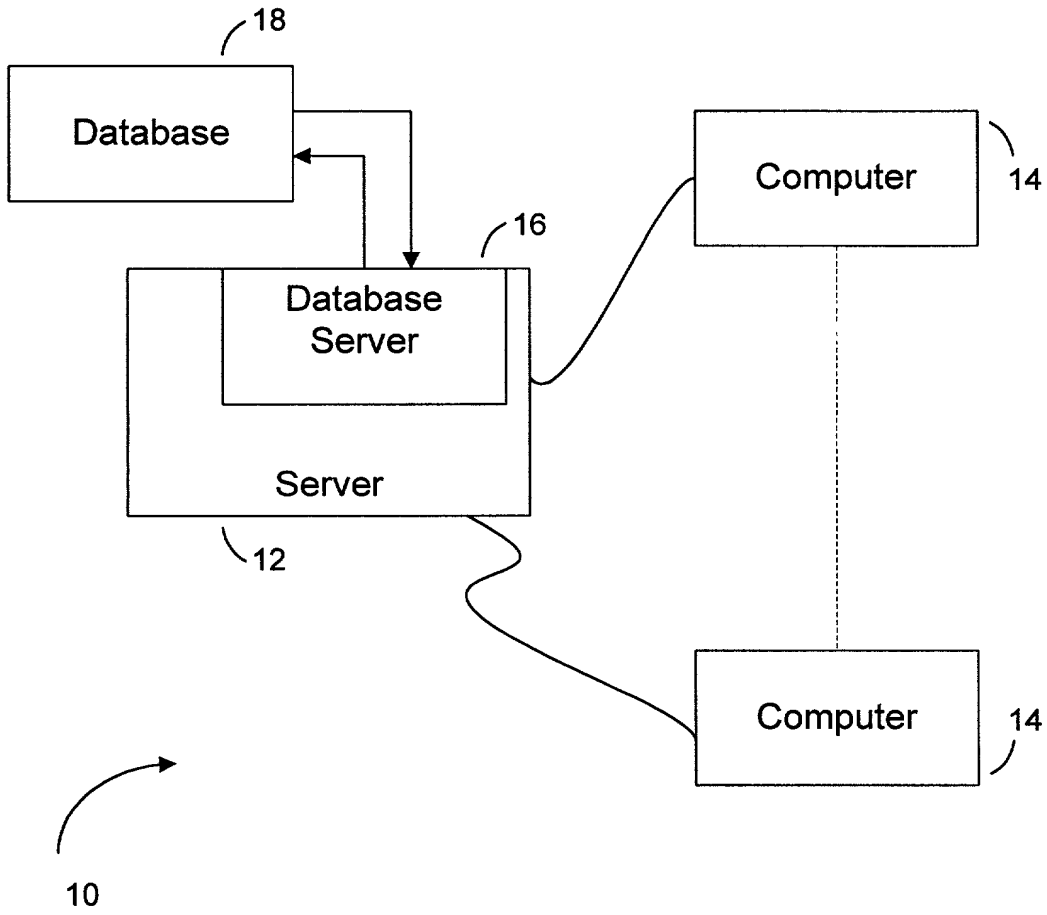


FIG. 1

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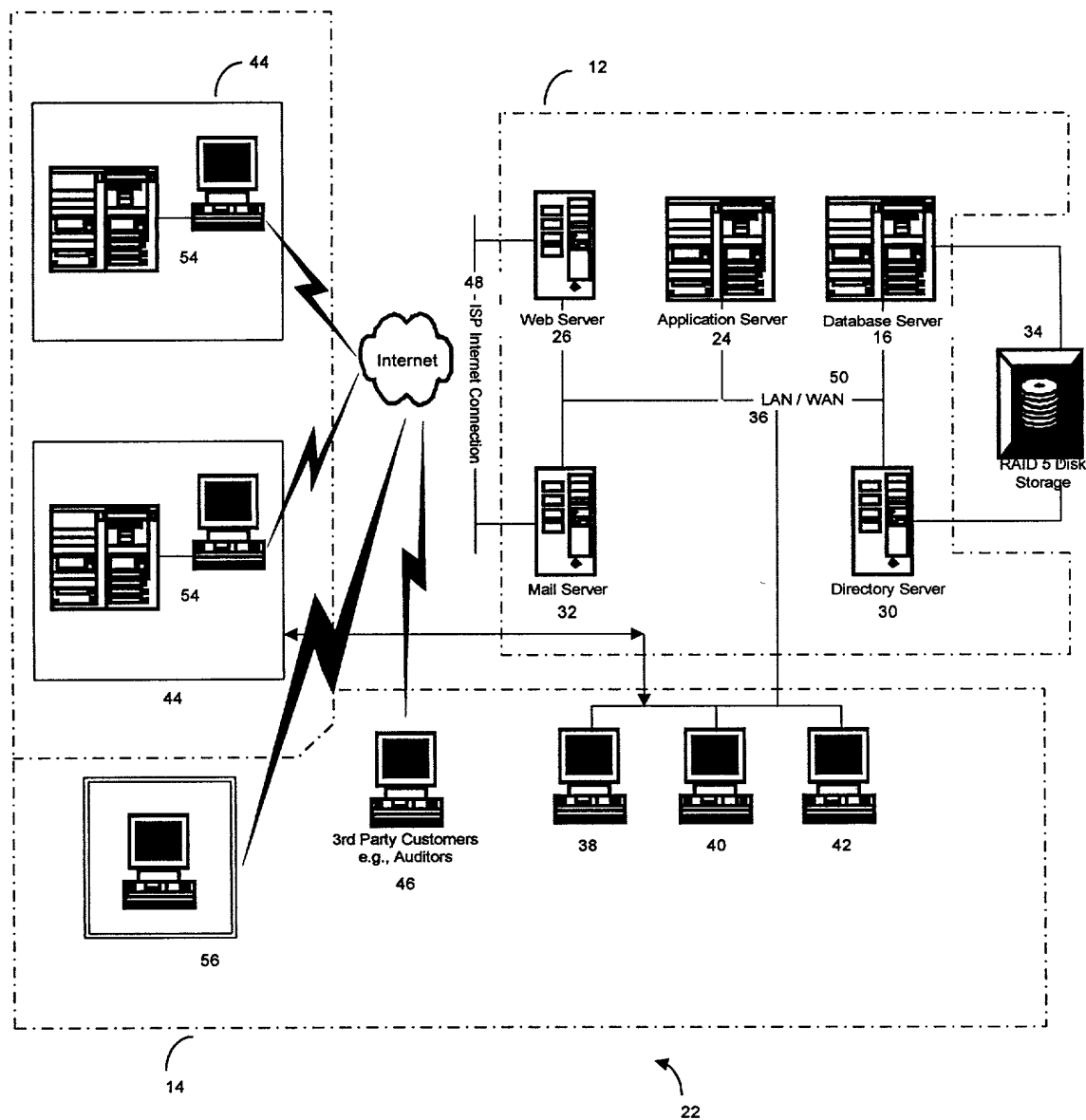


FIGURE 2

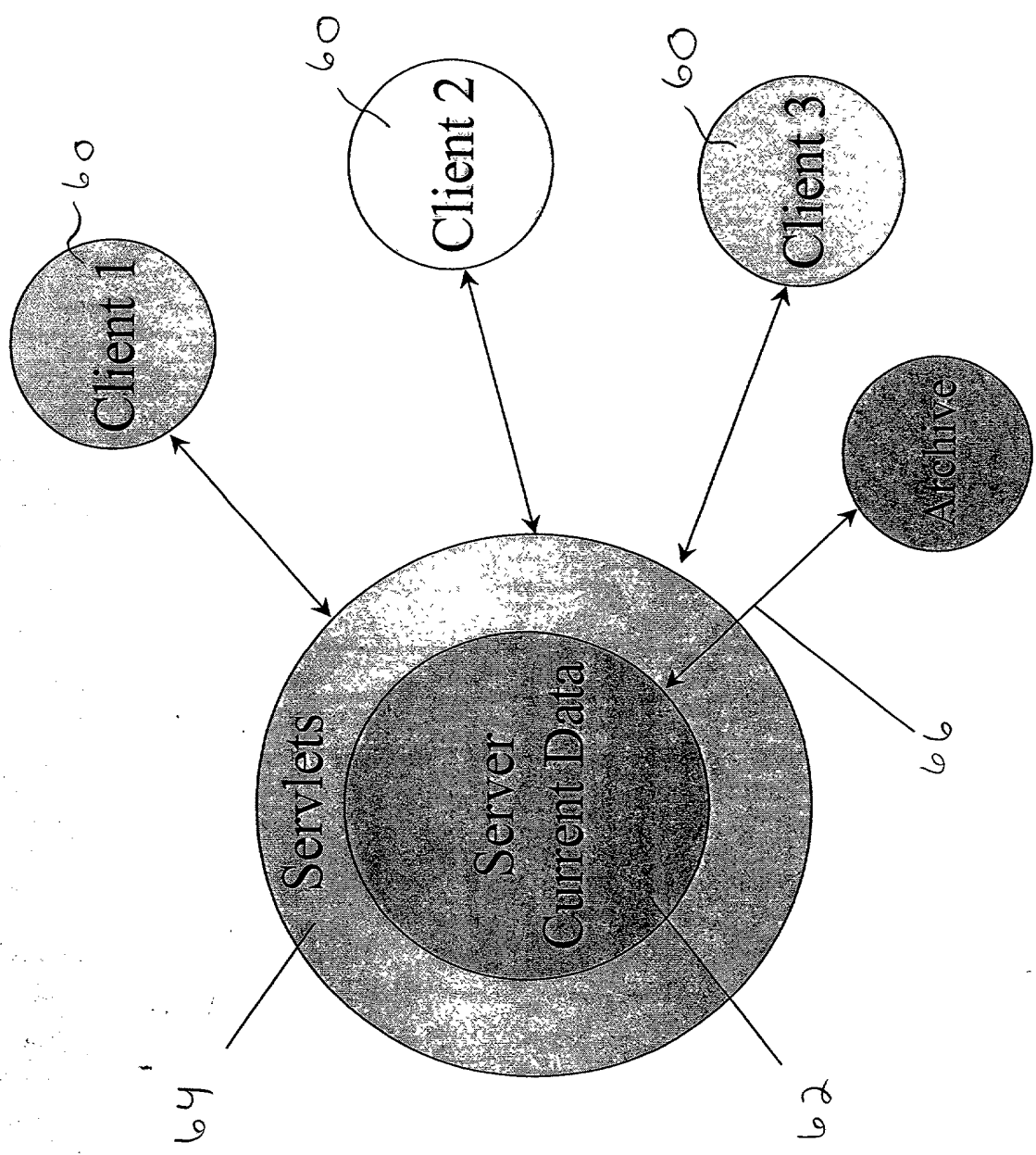


Figure 3

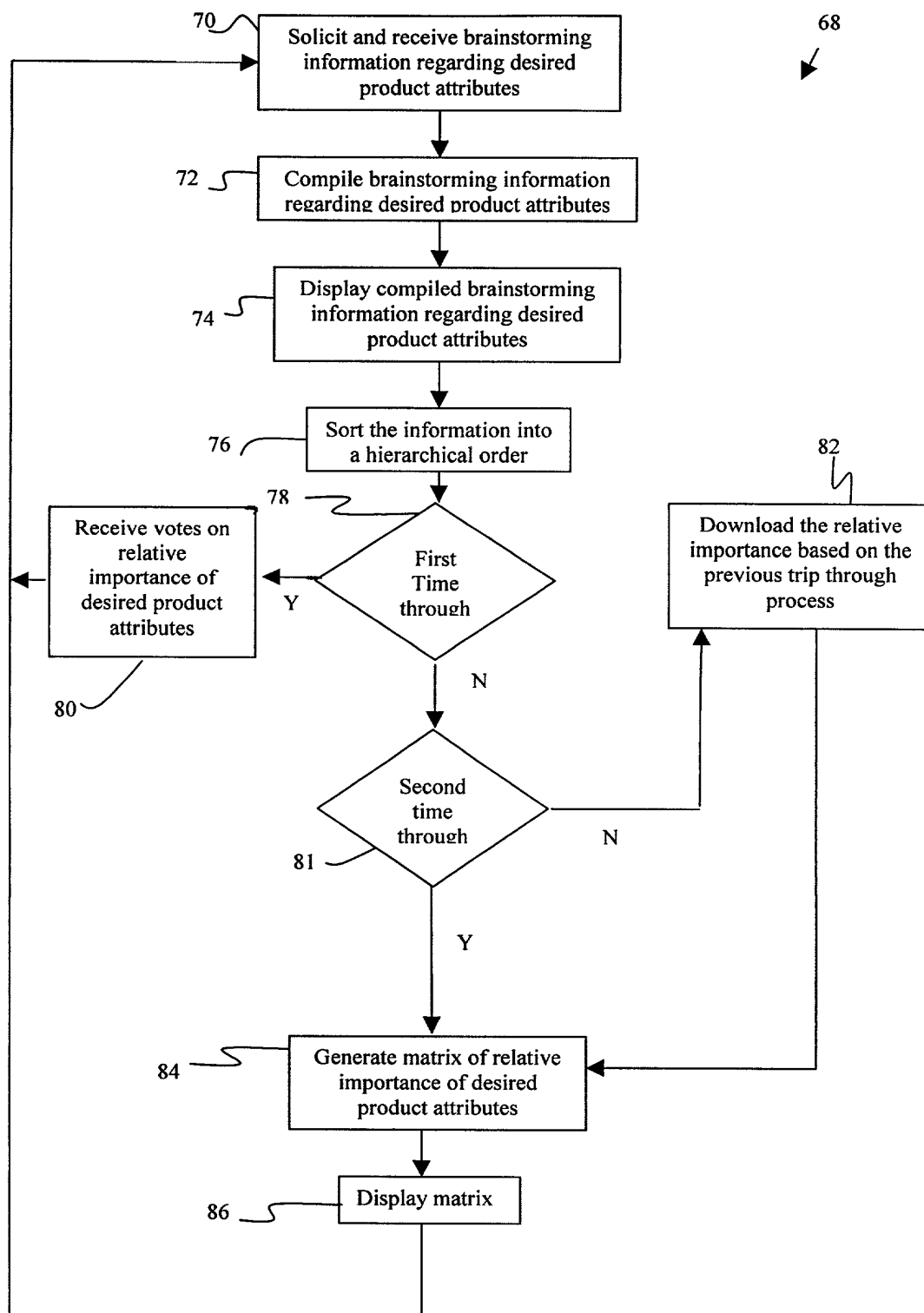


Figure 4

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88




90	92				94		96		98	
	online	Name		Role		Business		Location		
		User A		Fac.		Employer A		Plainville		
		User B		Customer		Employer B		Phoenix		
		User C		Customer		Employer C		Boston		

Figure 5

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100 →

102	down select	Brainstormed Input	104
106 {		<input type="checkbox"/>	95% Uptime
		<input checked="" type="checkbox"/>	15 sec. response

Figure 6

110 →

112	down select	Brainstormed Input	114
116 {		<input type="checkbox"/>	95% Uptime
		<input checked="" type="checkbox"/>	15 sec. response

118 → **CONTINUE**

Figure 7

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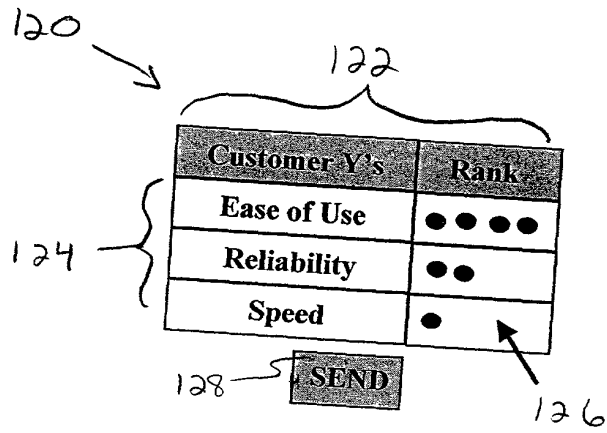


Figure 8

FIG. 9 is a diagram illustrating a system for generating a recommendation. The system includes a user interface 130, a recommendation engine 132, and a data storage 134. The user interface 130 displays a table 132 with columns 'Customer Y's', 'Total Rank', and 'CI'. The table 132 has three rows: 'Ease of Use' (8 dots), 'Reliability' (6 dots), and 'Speed' (2 dots). A 'SHARE' button 144 is below the table. The recommendation engine 132 is connected to the data storage 134. The data storage 134 contains 'Breaks' 140 and 'Granularity' 142.

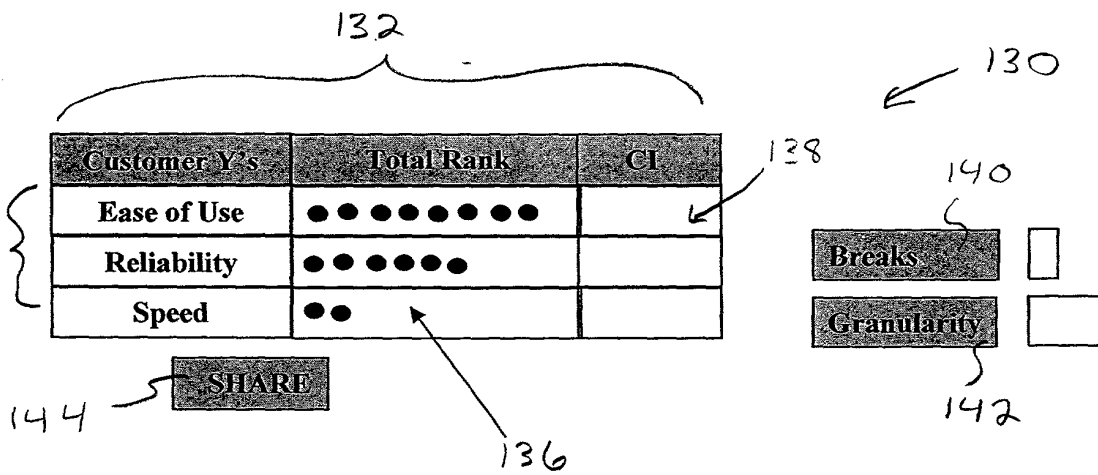


Figure 9

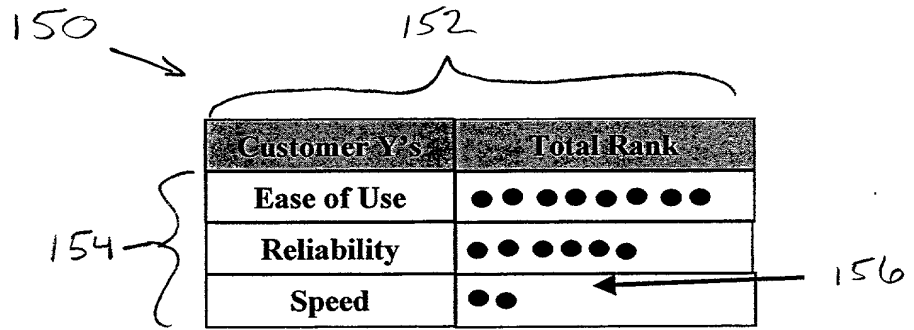


Figure 10

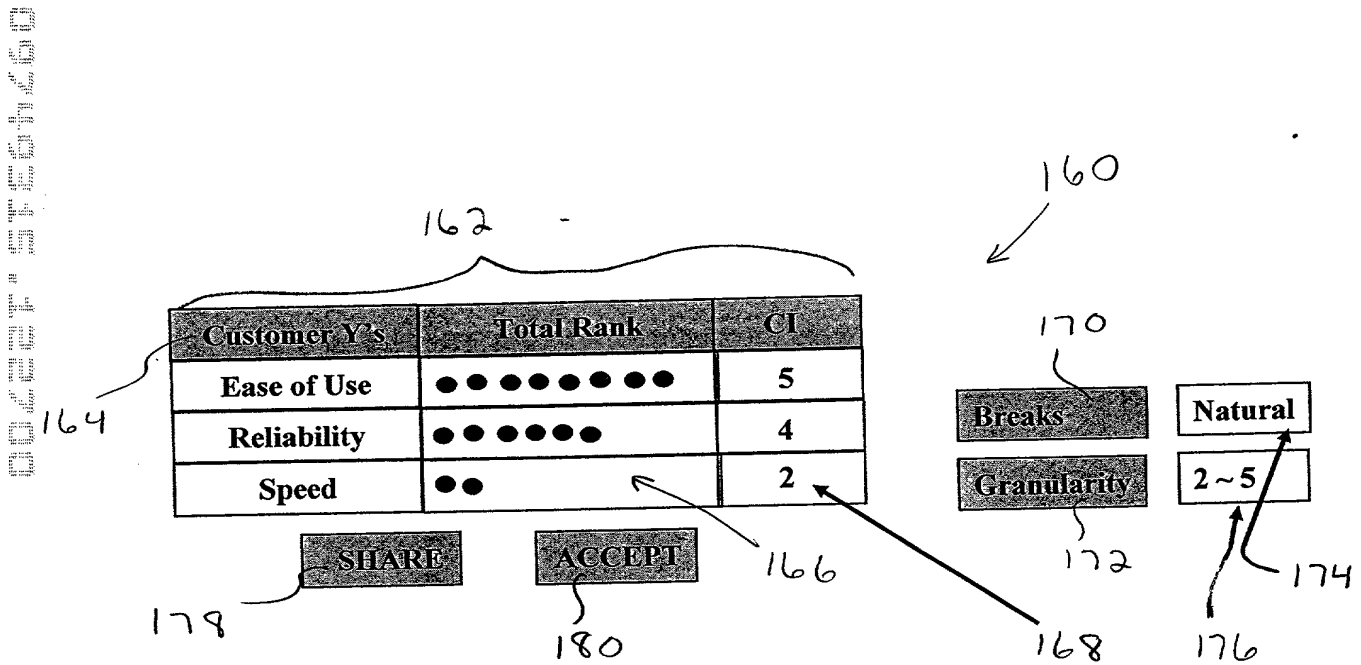
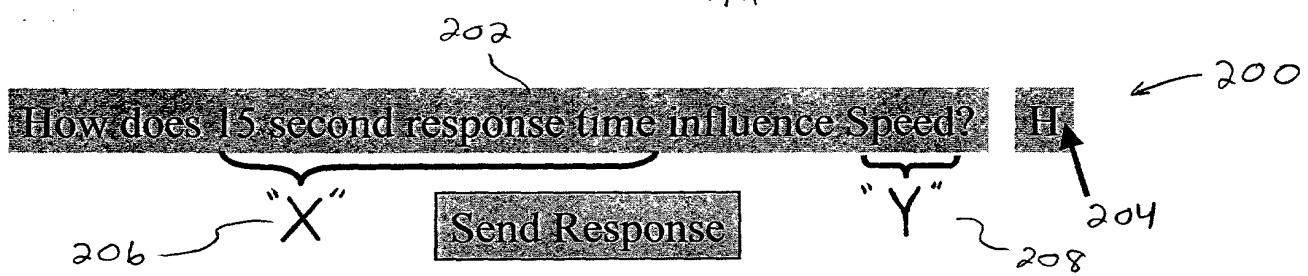


Figure 11

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QFD Transfer Function is $Y = f(x)$

$Y = f(X)$	corr.
Speed = f(15 second response time)	H
Speed = f(Single user login)	M
Speed = f(> 1 min. report gen.)	L

Figure 13

Customer Y's	Total Rank	CI
Ease of Use	● ● ● ● ● ● ● ●	5
Reliability	● ● ● ● ● ●	4
Speed	● ●	2

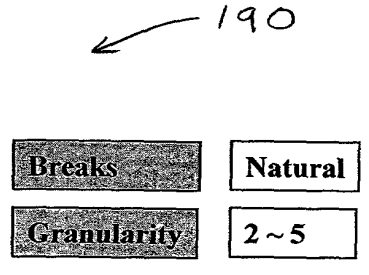


Figure 12

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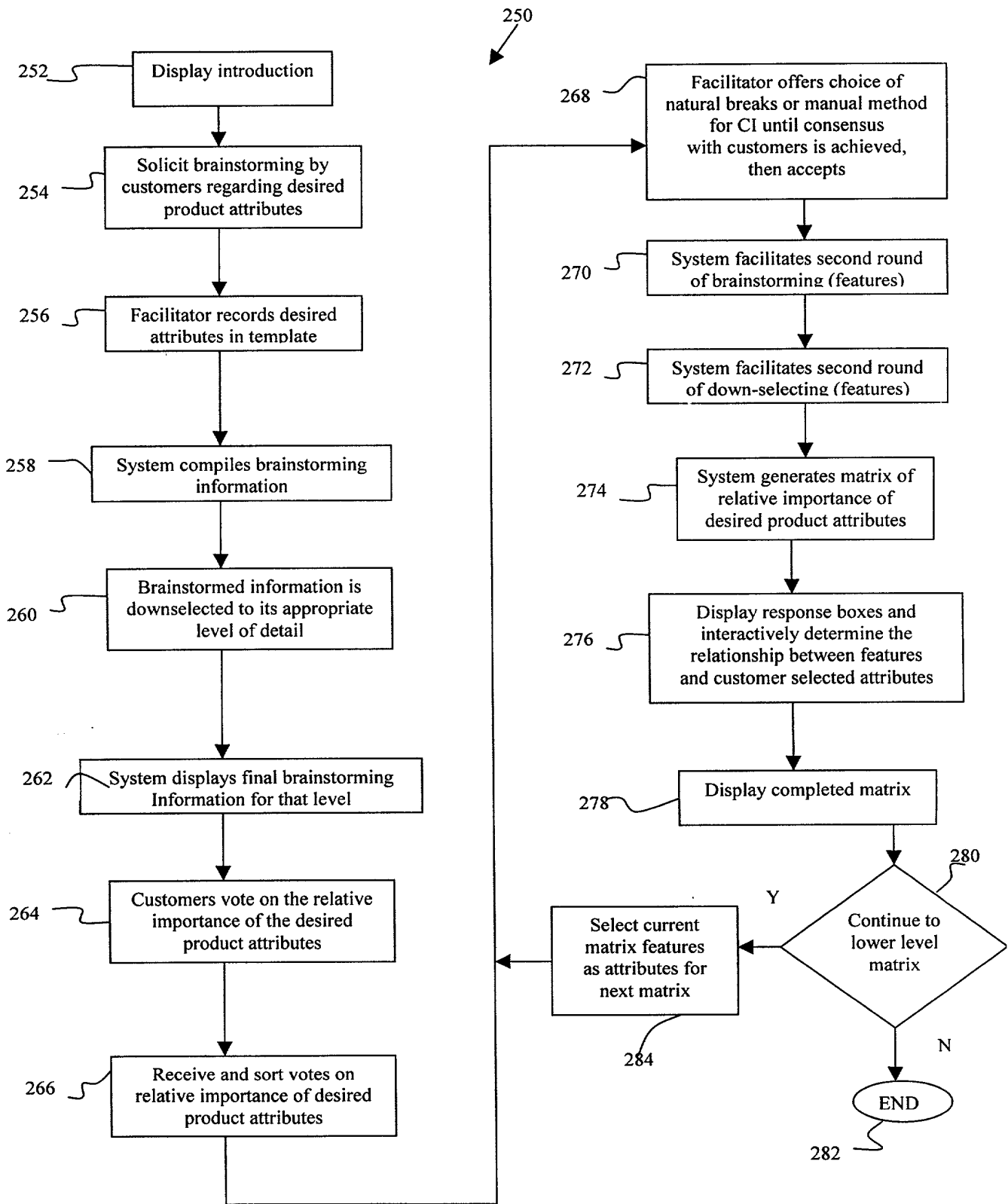


Figure 15